

INTRODUCTION

The incumbent performs a variety of clerical duties that directly support a Plant Protection and Quarantine Work Unit's or Work Station's Port or Domestic Operational programs. Duties involve the review and preparation of documents, processing and accumulation of data, report preparation, record-keeping, typing of correspondence and documents, and related program support functions.

DUTIES

Maintains files on correspondence, operational policy, and procedural directives, APHIS import permit records, export certificates, APHIS forms 89, and ship inspection reports. New files are set up annually according to office manual requirements and work unit needs.

Makes determinations on paperwork received as to which is to be filed as pertinent to work unit objectives. Removes obsolete records and files according to instructions.

Makes corrections in administrative directives for work unit on those routinely received and seeks direction on the new or unusual.

Consolidates and abstracts information from work unit records. Ensures accuracy of information from a variety of regular and special reports as required by various organizational levels. Reviews reports and records for consistency with program requirements, which includes tallies of export certificates, staff hours, ship reports, etc. for WBBS and other reports.

Types in final form from rough draft and handwritten copy a variety of material pertaining to the activities of the office. This may include highly specialized scientific terminology and statistical material which require sufficient knowledge to assure accuracy. The ability to use judgment in making determinations as to form and arrangement of the completed material is also expected. These duties are accomplished by the use of word processing equipment, personal computers, or electric typewriters.

Answers telephone and routine questions where a standard answer is sufficient. Depending upon the type of call received or information requested, directs calls to proper personnel. Acts as receptionist and makes appointments for work unit as instructed.

Maintains adequate supplies and forms necessary for efficient program operations.

FACTORS:

1. Knowledge Required by the Position:

Knowledge of modern office equipment, practices, and procedures; Knowledge of regulations, procedures, and services of the office and the ability to acquire such knowledge rapidly and maintain it.

Must have arithmetic and analytical skill to compile, review, and assemble data for a variety of program reports.

Ability to operate word processing equipment, personal computer, and electric typewriter. A qualified typist is required.

Knowledge of grammar, spelling, and punctuation is required to prepare various types of documents, reports, and correspondence.

2. Supervisory Controls

Works under the general supervision of the Supervisory Plant Protection and Quarantine Officer, who delegates responsibility for the clerical operations of the work unit. Work is assigned to the employee in accordance with established office procedures, without special instructions. The incumbent must be able to carry out the majority of the work on own initiative, although the supervisor is available to provide assistance on unusual questions or problems that may arise. Work is evaluated on the basis of the overall effectiveness of the clerical and administrative functions of the office.

3. Guidelines

Guidelines include established procedural guides on files, formats for reports and forms from desk manuals, program manuals, APHIS directives and manuals, and traditional practices.

4. Complexity

Clerical support work involves several different PPQ programs and activities, each of which has separate sets of duties guided by different guidelines and operational sequences. Employees in this position must have the flexibility to shift from one area of work to another. Much of the work is subject to variations in processing procedures based on specific situations, requiring substantial judgment on the part of the incumbent.

5. Scope and Effect

The purpose of the work is the prompt and accurate processing of information for the PPQ program. The work affects the accuracy and reliability of further processing.

6. Personal Contacts

The employee has regular contact with coworkers; intermittent contacts with APHIS officials, contacts with other Government agencies, and frequent contacts with the general public.

7. Purpose of Contacts

Contacts are to obtain and provide information necessary to program operations. This includes the resolution of minor discrepancies or deficiencies in information.

8. Physical Demands

Work is primarily sedentary with some minor physical activity involved in records maintenance and filing.

9. Work Environment

The work is performed in an office setting.